

A concern may be defined as 'an expression of worry or doubt over an issue considered to be important for which reassurances are sought'.

A complaint may be defined as 'an expression of dissatisfaction however made, about actions taken or a lack of action'.

It is in everyone's interest that concerns and complaints are resolved at the earliest possible stage. Many issues can be resolved informally, without the need to use the formal stages of this complaints policy. Nexus MAT takes concerns seriously and will make every effort to resolve the matter as quickly as possible.

A copy of the Trust's complaints policy and form can be accessed below.

Freedom of Information (FOI) and Subject Access Requests (SAR)

Please review our Information Governance & FOI Policy for more information on the Trust's [Policies & Procedures](#) page.

If you would like to submit an FOI request or a SAR, please complete the below form or email foi@nexusmat.org with details of your request.

Please note: FOI requests follow the statutory timeframe of 20 working days. where a Public Interest Test (PIT) is applicable, the requestor will be notified and an additional 20 days may be added at the discretion of the Trust.